

Instructions for Filing Customer / Litigant Complaints

Customers, court users and litigants are allowed to make complaint to the City Court. The following will apply in order for the City Court to accept and respond:

- All complaints must be submitted directly by the individual making the complaint, or their attorney. Other individuals may not represent the litigant or court user, nor attempt to submit a complaint in a second hand manner.
- All complaints and expressions must be in writing and may be hand delivered or mailed to the City Court, at the following address:
 - Scottsdale City Court
 - 3700 North 75th Street
 - Scottsdale, AZ 85251
- Complaints must include the following information to be considered:
 - Complaint content
 - Name and signature of the complainant
 - Mailing address
 - Phone contact number
 - Court case number
 - Case name
 - Case status
 - Date of occurrence of the item under complaint
 - Letters without items as stated or without signature will not be considered. Phone conversations, voice messages, and email correspondence will not be accepted as the form of complaint per this policy. Second hand referrals from another agency on behalf of the complainant will not be accepted.
- The case must not be pending in the Court, or on appeal and the time for appeal must have expired for any complaint to be considered.
- The presumption is that upon and after adjudication of a case, the complainant has been advised of their right to appeal a Court decision or finding.
- It is the City Court intention that a written complaint according to this policy does not constitute an appeal or appellate procedure regarding the Court's ruling or finding, nor will there be actions taken to reverse, amend or modify a prior ruling.
- Upon receipt of a complaint:
 - Pertaining to a judge or hearing officer, the Presiding Judge or designee will review the ruling or sentence and/or audio recording of the proceeding (if available) and any materials available which would assist in determining actions that occurred. A written response may be made to the complainant, in which the outcome and findings are stated. Due to the sensitive nature of some subject matters, details may be limited as to the follow up actions taken.
 - Pertaining to non-judicial staff, the Presiding Judge, Court Administrator, or designee will review the circumstances and information available, obtain information from necessary staff members, and determine any follow up actions. A written response may be made to the complainant. Due the

sensitive nature of staff counseling and discipline, details may be limited as to the follow up actions taken.

- For any complaint pertaining to members of the Scottsdale Police Department, the Scottsdale City Prosecutor, the Victim Services Division, or other non-Court employees. The City Court has no authority to conduct any actions or consider any complaint.
- Written complaints and responses will be filed in the Court's case file and recorded in the court automation system, as appropriate. Current mailing or contact information will be updated.

OTHER RESOURCES

- Alternative Methods For Written Complaint:
 - Presiding Judge of the Superior Court
Superior Court of Arizona, Maricopa County
125 West Washington Street, 5th Floor
Phoenix, AZ 85003
 - Arizona Commission on Judicial Conduct
1501 West Washington Street, Suite 229
Phoenix, AZ 85007
(602) 542-5200
Email: CommissionJudicialConduct@courts.az.gov

Format for Letter of Complaint to the Scottsdale City Court

Date:

Nature and Content of the Complaint:

- What is the problem?
- What is the date that the problem occurred?
- What is your request?

Court Case Number:

Court Case Name as Listed on the Case:

Case Status:

Name of Submitter / Litigant/ Customer:

Signature of Submitter/ Individual Making Complaint:

Mailing Address:

Phone Contact Number (daytime):